

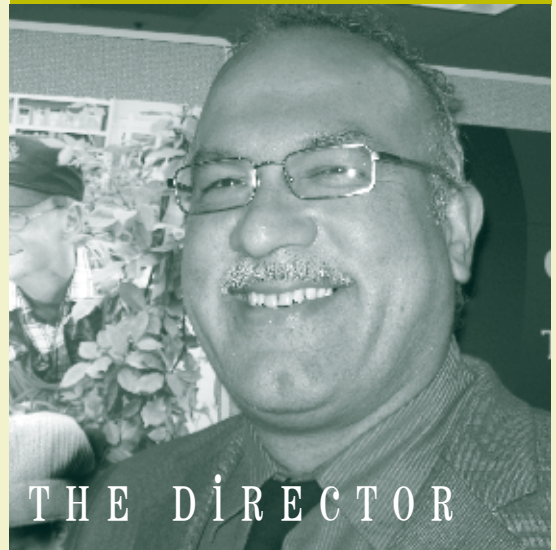


Zack Fogle's motto:
"Live life close to tears."

working in. WASHINGTON

2011 Annual Report

2011 MESSAGE FROM THE DIRECTOR



Andres Aguirre

It is a pleasure to introduce our 2011 Washington Division of Vocational Rehabilitation Annual Report – Working In Washington. This year's annual report calendar features success stories of a few of our customers and we hope you enjoy reading their stories. These stories only capture a brief glimpse of each individual's unique journey to successful employment. We appreciate their willingness to represent a slice of the successes experienced by our customers in 2011. It has been a very productive year for Washington DVR and we continue to see an increase in the number of people who realize employment success through their DVR services.

We have all been called to continue navigating unprecedented times as across the nation and close to home our leaders grapple with diminishing revenues and increased demand for services. Even though financial challenges persist and impact all aspects of our work-our staff, partners, vendors, the Washington State Rehabilitation Council, and particularly our state's employers continue to come through with jobs for our customers. It is impressive that the vocational rehabilitation system and those that support us remain focused, motivated and committed to championing individuals with disabilities to get jobs. Our customers deserve our commitment to this singular focus and our program will continue taking steps to thrive in the face of these unprecedented times.

Before I end, I would like to pay tribute and a fond farewell to one particular individual, Zack Fogle. You can read Zack's story in the month of January. Zack lived life large. He challenged himself on every level and came to work for Washington DVR in Silverdale to complete his internship and enter the Vocational Rehabilitation Counselor profession. Zack lost his life in a parachuting accident this past summer. Staff and all those who knew him couldn't help but catch his enthusiasm, love and zest for life. He is certainly missed.



The Washington State Rehabilitation Council (WSRC) continued to have a strong partnership with Washington DVR in 2011. One area of significant focus this past year was on surveying customer satisfaction with DVR services. Our members defined the focus of the survey and crafted the questions. The Research and Data Analysis Unit of the Department of Social and Health Services conducted the survey and DVR paid for the project. The random customer sample was comprised of four groups: those who achieved employment; those whose cases were closed without employment; and, two groups of customers currently receiving services. Respondents received a \$20 gift card for groceries as an incentive to participate. The survey response rate was 88.4%.

Although an in-depth analysis of the data is still pending, here are some of the survey findings. More than 90% of customers who did not achieve a successful rehabilitation outcome, confirmed feeling treated with courtesy and respect by DVR staff. Remarkably, 91.5% of those in plan felt that services are being delivered with courtesy and respect. Ninety-eight percent of those who secured employment after working with DVR responded favorably to the same question.

Survey respondents expressed a better understanding about services after attending orientation. The large majority also expressed their understanding of the role of the counselor as well as their own role in the vocational rehabilitation process.

While most findings confirm DVR's strengths, the survey highlights the need to develop plans that more effectively address the customers' barriers to employment. Close to 37% of those who went to work after being served by DVR did not feel that their barriers to employment were addressed. Thirty-nine percent of customers whose cases were closed without work felt that their barriers to employment remained unaddressed.

Another area of concern is the number of hours DVR customers work after becoming employed. More than 25% are not working as many hours as they would like; 36.7% are working 20 or fewer hours a week. Close to 48% are working between 20 and 40 hours each week. More than 15% are working more than full time each week.

Of those who achieved a successful rehabilitation after participating in the vocational rehabilitation process, 28% were no longer employed at the time of the survey. We do not know why, nor do we know whether this rate of job loss is typical for customers of DVR. Our members are very committed to their role and working with DVR to increase the number of Washingtonians with disabilities who are employed and achieving economic advancement in 2012.

In 2001 when Zack Fogle was a junior in Kingston High School, he sustained injuries from a car crash that left him with partial tetraplegic disabilities. His mom, Claudia, reflects that Zack “willed and worked” his way back to life, gaining mobility by walking with canes instead of using a wheelchair. He graduated in 2007 from the University of Washington with his Bachelor’s in Psychology. Zack’s intensity for life led him to reach new heights of expectations. His mom recalls the extra work that he had to do to become a certified skydiver, given his disabilities, and his work ethic prevailed in him becoming a certified skydiver-enthusiast, participating in over 125 jumps. Zack had both his parachute and motorcycle custom made to accommodate his disabilities.



Zack Fogle
By VRC Karen McBirnie in Silverdale

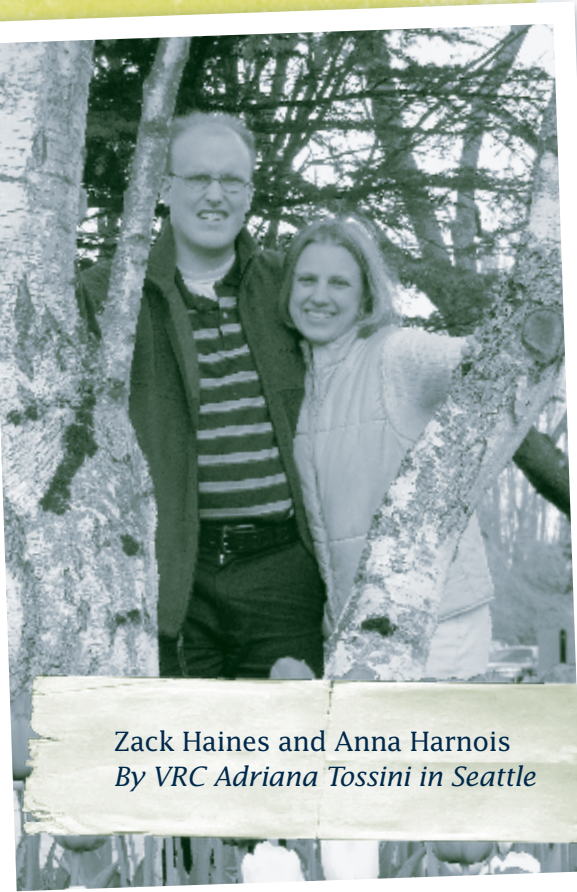
Zack’s mother, Claudia, recalls that a group of base jumpers in Oregon were counting down from 5 to 1 to get the other base jumpers to jump. When it was Zack’s turn, they could only get to 4 before he jumped. He was born ready. And he took this same enthusiasm of being “born ready” when he entered Silverdale DVR with a rehabilitation counseling goal. Zack wanted to help other young adults with disabilities to overcome their barriers, and DVR quickly took Zack’s lead. With the assistance of DVR, Zack entered Western Washington University. Zack was at the end of his studies and completing his internship at Silverdale DVR under the supervision of Lead Counselor LeAnne Raines, when he passed away. He

was at the Lost Prairie Skydiving Boogie, a Montana skydiving event, on Saturday, July 30, 2011, when his parachute did not deploy. His cause of death was investigated and determined an accident, as witnesses saw Zack struggling to deploy his parachute.

Although Zack never lived to finish his rehabilitation counseling degree, Zack helped people with disabilities rehabilitate long before he sought his degree. He dedicated his life to helping others address their barriers, so that they may be able to complete their dreams. In fact, he had recently helped another person with disabilities swim with the sharks. He helped countless young adults in wheelchairs learn fly in the sky. And with Zack’s motto of “Live life close to tears”, he never let his disability interfere with his dreams, instead leading others by example.

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January 2012



Zack Haines and Anna Harnois
By VRC Adriana Tossini in Seattle

Zack and Anna shared a dream and worked together to make it a reality. Individually, they sought to complete a college degree, become employed full time, get married, and live independently without government assistance. At the time they met, Anna and Zack, both individuals with developmental disabilities were receiving social security, long term supported employment from the Division of Developmental Disabilities and government healthcare.

Zack and Anna met at a Special Olympics basketball practice in Seattle, and soon realized that they had a lot in common. They both participated in other Special Olympics sports and had attended the Occupational Life Skills (OLS) Venture Program at Bellevue College, working part time to help pay their tuition. The OLS is an Associate's Degree program designed to prepare people with developmental disabilities to become self-determined, responsible citizens. Anna graduated from OLS in 2008 and Zack graduated in 2009. Their relationship flourished and soon after graduation, Anna and Zack become engaged.

Anna pursued a position in childcare and completed a childcare certificate program. She became employed as a teacher's assistant at Pro Sports preschool. When her hours were reduced, she was proactive and located a position at the Sports Authority as sales team member. Anna continues to work full time at the Sports Authority and has been promoted to soft line merchandise visual team member where she processes the merchandise prior to display for sale. Zack became employed at Lincoln Square in their parking facility and has since been promoted to supervisor.

Happily married last summer, Zack and Anna have many friends and a very active social life. They are also very involved in Special Olympics where they both compete year round in a variety of events. Bowling in the Winter, soccer in the Spring and Summer and basketball in the Fall.

Most importantly, Zack and Anna have fulfilled their dream and are living independently and no longer receive any government assistance including long term supported employment.

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February 2012

Katrina's vocational rehabilitation process has led her to small cube in a big building - the biggest building in the world by volume, in fact. Early in May, 2011 she started as a Technical Analyst working under contract at Boeing's Everett Plant. In her position she supports a number of engineers and project managers with documentation work and database reports that provide

747 production solutions. She is thrilled with the position and is especially appreciative of the welcoming and accommodating attitude shown to her – and her service dog, Star, by Boeing management.

Two years ago Katrina came to DVR after being laid off from a document control position in Renton. After a little vocational exploration she realized the skills she used in that job were becoming obsolete and that she would need re-training. With help from WIA and DVR she started a database management program at Edmonds Community College where she graduated with honors in June, 2011. A few months prior to leaving school she hooked up with Kayla Beckman from Dirkse Counseling and Consulting for assisted job search and landed the Boeing position before she actually completed the school program.

The journey was not an easy one. At the time she came to DVR her husband had also been recently laid off and the couple was struggling on unemployment benefits to support not only themselves but some grandchildren as well. Katrina has a seizure disorder in addition to other health conditions requiring medication and there were times when she

had to decide whether to buy food or medication – there wasn't always enough money for both. But she was determined to get herself through school in spite of family stresses, health and financial issues. One quarter she became ill and missed a lot of class time, at that point it was looking as if maybe this all just wasn't going to work.

Against heavy odds however, Katrina was able to keep her eyes on the prize and triumphed where many others would have crumpled.

Katrina and Star are now well settled in at her cube. With an "extra large" 747-8 looming just outside her window, it's not hard for her to keep focused on the product of her work. They are, after all, not easy to miss.

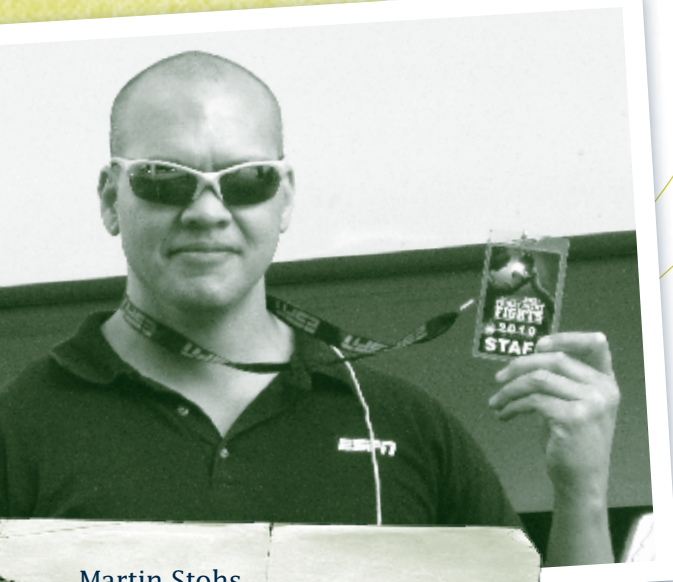


Katrina Collins
By VRC John Shields in Lynnwood

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March 2012

Martin's story began at age four in Hawaii when he was struck by a car. He was in a coma which caused two years' memory loss. During school he received support and direction from special education, but that all stopped after graduation. Martin felt he had been thrown to the wolves with no direction. For years he hated life because he felt a part of him was missing and he didn't know what to do. Although he gained work experience in many different jobs, nothing piqued his interest as a profession until 1994 when a public access station production coordinator put a video camera in Martin's hand. The coordinator affirmed that he was a natural at video production and Martin knew he had found his niche.



Martin Stohs
By VRC Andrew Le in Everett

For several years he continued honing his skills by volunteering his time for public access events and supporting himself with other work. He also attended Bates Technical College in Tacoma where he achieved an Associate's degree in Broadcast Production Technology in 2001. As the years passed, he pressed hard to expand his skills and build a solid reputation in the freelance field. But video production opportunities continued to dwindle with the economy in spite of Martin's continuous efforts to make connections.

In 2009 with slim job prospects, Martin returned to his family home in Washington to regroup, and shortly after reconnected with a friend, now his wife, who encouraged him to seek DVR services. Martin applied for DVR early in 2010. His DVR Counselor Andrew Le was very supportive and arranged for Martin to have a neuropsychological evaluation. He then connected Martin with Service Alternatives, a Community Rehabilitation Program, and Margarita Rubio. Margarita went all out to help and made an interview connection at Seattle 21 Channel. Martin was hired and the rest is history; Martin is having fun doing what he loves.

Martin is deeply grateful to: his wife for helping him open the right doors to DSHS; Andrew Le for believing in him and steering him in the right direction to get help for the effects of his childhood injury; and Margarita Rubio for finding the perfect job that suited his special skills and experience.

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April 2012



This is a notable success story about Alice who survived a near-fatal cerebellar stroke in March, 2008. For a year, she could not walk, was often nauseous and had severe speech barriers. Alice was a recruiter and owner of an online resume business. But the issues with her speech and dizziness from computer use were huge challenges for someone whose livelihood depended on them.

Alice applied for DVR services in October 2008. She and her VR Counselor, Louise Goodman, agreed that she needed to concentrate first on healing then seeking employment. Louise encouraged her to return in a year. She had brain surgery early in 2009 and continued intensive therapy. By summer 2010 she was fairly stable and reapplied for DVR services.

Alice worked with Aliza Hauser, a job placement specialist for people with brain issues from Neurological Vocational Services who helped identify community based assessment opportunities for Alice. Louise also suggested she do volunteer work to help ease back into using a computer. She worked a few hours a week as a church secretary. Throughout her rehabilitation, Alice was adamant that she wanted to continue providing job search services and at the church she had an opportunity to conduct a 6-session job search seminar. Although the seminar helped clarify Alice's work endurance, computers still made her dizzy. Bill Youngman, DVR Assistive Technology specialist, recommended Alice use a glare screen which helped alleviate her computer usage dizziness.

Next she went to work at Washington Vocational Services where she learned how many hours a week she could work and the skills she wanted to concentrate on - resume writing and job search skills. This opportunity led to a permanent, part time job at a local community college in the career development department.

Alice's go-getter attitude in life has served her well. Her new life includes regular exercise, work and social activities, like Toastmasters. Her speech continues to improve through therapy at the UW Speech and Hearing Clinic. Her enthusiasm for her work and belief in herself and others is infectious and shines through everything she does. She is valued by her co-workers and deeply enjoys helping others succeed on a road she has been down herself.

Alice (last name withheld)
By VRC Louise Goodman in
North Seattle

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May 2012



Douglas Altermatt
By VRC Carol Baker in Spokane

"Don't go where the path may lead, go instead where there is no path and leave a trail." This quote by Ralph Waldo Emerson is Doug's life motto and motivation. It helped him heal through a rare and devastating illness and serves him well with continuing health challenges and as the business owner of Small Engine Rehab & Repair in Spokane.

In 2005, Doug got very sick and after lengthy delays, he was finally diagnosed with a genetic autoimmune disorder that caused his spine to fuse and created severe gastro-intestinal distress. Unable to work or get treatment, Doug filed for disability and continued searching for treatment options. This was the toughest time of his life - not able to walk and barely keeping a roof over his family's head. After qualifying for medical coverage he connected with Dr. Sherri Wu. After several unsuccessful and often painful attempts at medications, an effective treatment was identified that enabled him to walk again.

Anxious to return to work, he applied for DVR services in April 2008. Through assessment testing his DVR Counselor, Carol Baker, helped determine his strengths and interests. Doug wholeheartedly agreed, as his tests indicated, his strength was in mechanics. Through DVR's support, he enrolled in an Outdoor Power Equipment and Recreational Vehicle Repair course and was provided the class tools he needed. Doug also attended classes at Spokane Community College for a General Business degree and participated in an Integrated Business and Entrepreneurship Program.

In May 2010, equipped with his business and entrepreneurial training, Doug launched his dream business – Small Engine Rehab & Repair. Doug says this venture was a community project with contributions from DSHS, Spokane Community College, North Idaho College, SCORE, SBA, Gonzaga University Legal Assistance, Dr. Sherri Wu and staff, and the awesome folks at DVR! He also wants to share his deep gratitude for his wife Melissa who believed in him, stayed by his side, and comforted him when he needed it the most.

Although Doug will continue to experience medical challenges, he is thrilled with his thriving business and the opportunity to be a great example of perseverance and believing in possibilities for his children.

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June 2012



Jacqueline Norris
By VRC Adriana Tossini in Seattle

Jackie is a person with developmental disabilities who never recognized that she had barriers to employment. She grew up in a loving and supportive family with three sisters, a brother and an Italian Matriarch who only saw Jackie's potential and never her disability. She worked as an office assistant for Bank of America twenty five years, but lost her job due to a significant downsizing. Jackie also has a successful jewelry making business, selling her products at bazaars and different artisan venues.

Jackie applied for DVR services in September 2009 after being referred by her family doctor. The entire family came to the initial appointment with VR Counselor, Adriana Tossini. Her counselor was amazed with Jackie's wonderful disposition, continuous smile, and her detailed notebooks about her education, work, and medical information. Her counselor was able to assist Jackie in connecting with a number of social services to assist in her job development and independence.

After interviewing several Community Rehabilitation Programs, Jackie and her family selected Mainstay and Jackie began working with job developer/coach, Diane King. Jackie completed an assessment at the City of Mercer Island Permit Development Services where she scanned and indexed building permits and placed them into different databases. Because of the economy, placement was difficult but she continued to volunteer after her assessment for almost a year while Diane worked on job development.

Jackie's internist, Theresa Law MD, approached Sharon Keene from Mainstay indicating that she wanted to hire Jackie as an office assistant. Jackie began working for Dr. Law's office in October 2011 and receives job coaching from Diane King. She pulls charts and re-files them, files documents, makes new charts, waters the plants, maintains the lobby area, empties the used medical linens and launders them, and restocks the cabinets. Jackie works part time and receives full medical benefits. The job is perfect for Jackie. It makes the most of Jackie's strength in attention to detail and gives her time to continue building her jewelry business.

Dr. Law is known for her commitment to supporting people with disabilities and for her sense of humor. She employs another individual who also has a developmental disability.

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July 2012



Brian Laing
By VRC Louise Goodman in North Seattle

When Brian first came to DVR in February 2005, he was struggling with finding a good job and deciding whether or not to go back to school. He experienced anxiety, obsessive-compulsive disorder (OCD), and depression that often prevented him from doing well in job interviews or schoolwork. He knew he had the abilities to accomplish great things, but it took him a long time to prove to himself that he could.

He worked with Louise Goodman, his VR Counselor in the beginning with resume tips, job fairs, and other confidence-building activities. He initially got a job as a sales clerk at a gym, but knew he had more to accomplish and returned for services. He attended school at Shoreline Community College where he attained an Associate's degree in graphic design in 2009 and in the Spring of 2011 he earned his Bachelor's degree in Communication from the University of Washington. Everything fell into place for Brian as he pursued his degrees. After earning his Associate's degree, he landed a position with a large insurance company as a Research Analyst. The insurance company provided tuition assistance in support towards his Bachelor's degree and he was able to fund the remainder with support from DVR, a Pell grant, and student loans. Brian's efforts were rewarded with a promotion to Account Coordinator.

His counselor, Louise, commented that she could really see the difference that his steady advancement over the years made in his life and was honored to be a part of his growth. In reflecting on his growth, Brian stated when he first came to DVR, he had no idea if he was ever going to accomplish his goals, or gain the confidence he knew he needed to succeed. Although he still has these challenges, as he looked back over

his journey he knows he learned something very important: that he can do anything he wants to, no matter how tough it appears to be.

Brian says "I'm very thankful for the support DVR provided to me. I am 100% more confident, experienced, and grounded now than I was when I first started at DVR."

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August 2012



Ashley Mendes
By VRC Kara Thompson in Seattle

Ashley Mendes applied for DVR services in April 2010 after experiencing difficulties finding a position in her field of interest – Hospitality Management. Ashley had graduated from Ohio State University with a Bachelor's in Hospitality Management in 2009. During high school and college, Ashley worked as a teacher's assistant, office administration/campus tour guide, and barista. After graduating from college, she worked as an intern, but nothing led to permanent employment. She returned to the Seattle area after graduating from college and decided to focus on finding work as an Administrative Assistant.

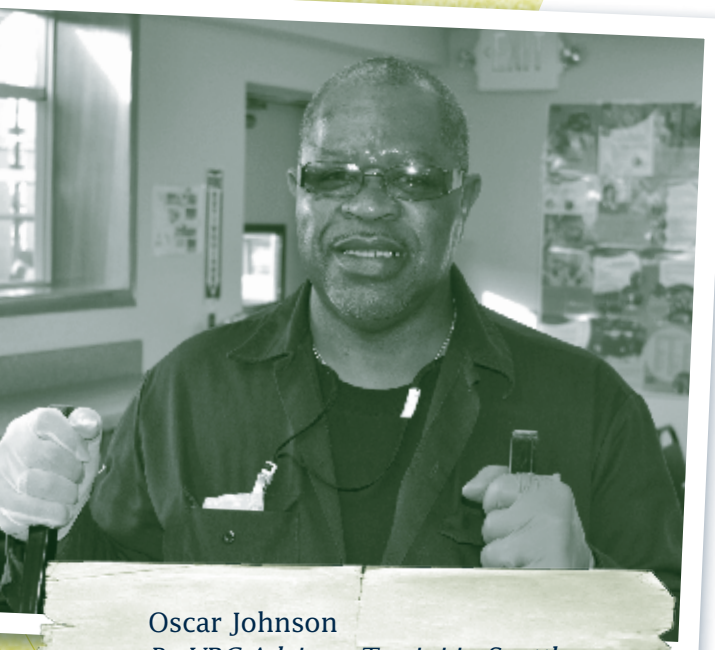
Ashley continued her job search and attended career fairs and "Say Hey" events sponsored by DVR and other partners. Say Hey events provided an informal networking opportunity for professionals with disabilities to connect with employers and other professionals. The Bothell "Say Hey" event held in October 2010 provided Ashley with a job lead at Astronics as an administrative assistant. Ashley also began working with Natalie Gromoff from Skills, Inc., a Community Rehabilitation Program, for job placement services. Initially Ashley interviewed for a temporary position and was called for a second interview with the news that the position was changed from temporary to permanent.

In January 2011, Ashley was offered and accepted the full-time permanent Administrative Assistant 2 at Astronics with full benefits. Ashley is Deaf and her employer consulted with her to determine the accommodations she needed. American Sign Language (ASL) interpreters were provided during her first few weeks at work and a video relay phone system was installed. Astronics also consulted with the University of Washington ADA Center to provide their employees with education regarding deafness. They also arranged ASL classes for their employees, which were so well received they had to create additional classes.

Ashley states that "Astronics has been very good to her." She enjoys her job and is doing well.

Ashley's VR Counselor, Kara adds, "Ashley is the perfect example of what a motivated DVR customer is in today's challenging economic climate. She actually got out there and networked which was a big component to her success in partnering with DVR and Skills, Inc."

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Oscar Johnson
By VRC Adriana Tossini in Seattle

Oscar Johnson was attacked in 2002 and experienced a traumatic brain injury as a result. Prior to his injury, Oscar had a long-term employment history with the US Postal service and also worked at Allied Waste as a Sanitation Engineer. Oscar spent the next two years in a rehabilitation facility where he had to relearn basic life skills. Although he made great strides during his rehabilitation he still faces issues with short-term memory loss that require specially designed work instruction and frequent breaks. He also experiences reduced vision and impact to his ability to balance.

Oscar worked at Allied Waste for 18 years but was unable to return to his job after the injury. He was fortunate to be able to work as a part-time janitor at the rehabilitation facility during his time there and also delivered papers for one year. In November 2010, he learned about the services that DVR provides from his inquiries at the Rainier Work Source. He had previously sought DVR services close to the beginning of his recovery but was not successful as it was too early in his rehabilitation. This time he was promptly referred to the Seattle Mercer office where he began working with his VR Counselor, Adriana Tossini.

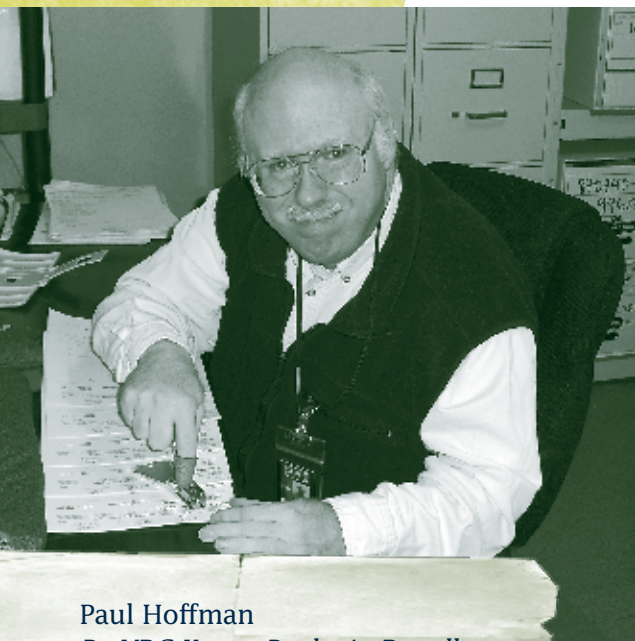
It was determined that he would benefit from participating in a community based assessment where his skills could be identified and work tolerance barriers identified and addressed. His counselor referred him to Skills, Inc., a Community Rehabilitation Program, in January 2011.

Oscar completed his janitorial community based assessment at Skills, Inc., in February 2011 and was hired immediately as a part-time janitor. The timing and opportunity were perfect for both Oscar and Skills, Inc. The training he received during the assessment positioned him for an easy and comfortable transition into permanent work. He started working one day per week and is now working two days per week with occasional extra days to help with the landscaping.

Oscar is well liked and appreciated at his job. He states that he "loves working in this environment. The people are very friendly. It couldn't get any better than this. It's amazing to have another opportunity to work."

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October 2012



Paul Hoffman
By VRC Karen Burke in Puyallup

Paul applied for DVR services in December 2008 after being laid off from his landscaping position at a local church. He was no longer able to tolerate any strenuous physical work after having open heart surgery in January 2008. Paul is also Deaf, has diabetes, and had lifting restrictions from a previous on-the-job back injury.

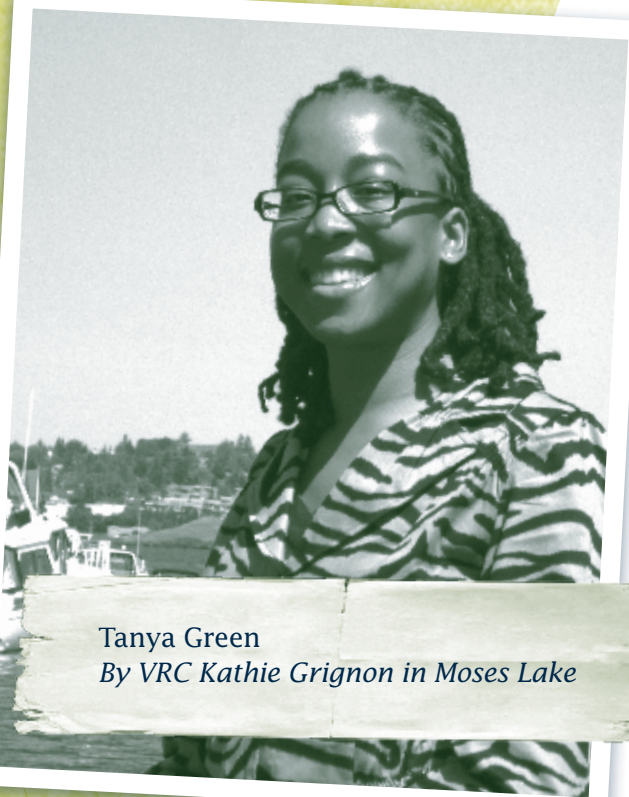
He began working with VR Counselor, Karen Burke, who referred him to Skills, Inc., a Community Rehabilitation Program, for a community based assessment. The assessment was helpful in identifying the types of work and work environments best suited for Paul. Paul was interested in production work, either in a data entry position, production processing, assembly, or in a warehouse. Paul chose this goal because he enjoys working with his hands and needed a position that wouldn't have him on his feet and lifting all day. Paul also knew that he does well where he can work independently with minimal interaction with people and keep stress at a minimum to help manage his diabetes and blood pressure.

Paul successfully completed the assessment at Skills, Inc., in September 2010 then began working with Genny Seidensticker for job placement. An opportunity opened up at Skills, Inc. in Auburn for a part-time document scanner. This was a great prospect for Paul who had several years of document scanning experience with a number of companies. Paul had a successful interview and was offered the position, starting work at the end of July, 2011. Skills, Inc. has a full-time ASL interpreter on staff so Paul's transition into the job went very smoothly. Paul learned the duties very quickly and also enjoyed being a great teacher to his supervisor by teaching her some ASL skills and about Deaf culture.

Paul's VR counselor, Karen, shares that Paul has come a long way. Although he had been a DVR client for a long time, he didn't give up and continued to believe that one day he would get a job. She enjoyed working with him and appreciated his great sense of humor and patience. Paul says that he is very thankful for his DVR services. He enjoys working with the wonderful staff that cares about him and appreciates working in a deaf friendly environment.

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November 2012



Tanya Green
By VRC Kathie Grignon in Moses Lake

Tanya is a vivacious and determined young woman whose journey has been fashioned by life-threatening illness into a life of dedication to helping others. Her life was forever changed early in 2000 when she woke from a coma and learned that she had had liver failure from sickle cell anemia necessitating a life-saving, emergency liver transplant two weeks earlier.

After several months of extensive therapy, she applied for vocational rehabilitation services at Moses Lake DVR. DVR had a wait list and while waiting for services she worked part-time, and continued receiving Social Security disability benefits. Tanya wanted more independence and a better job even if it was at the risk of losing health coverage and disability benefits. About that time she was contacted by DVR Counselor, Kathie Grignon, to begin services.

Kathie and Tanya developed an employment plan that would position Tanya to help others navigate the complex health care delivery system. Through Kathie's encouragement, and Tanya's strengths, strong will and determination she was able to embrace a meaningful new life's path. Tanya moved to New York to attend Sarah Lawrence College, the only college in the nation with a Health Advocacy program. Through the Social Security Administration work incentive program – Plan for Achieving Self-Support (PASS), DVR funding, and student loans, she earned a Master's degree in Health Advocacy and one year later she found a job at a South Bronx hospital. She qualified for the Medicaid Buy-In Program for Working People with Disabilities through New York State giving her secondary insurance coverage to help with expensive daily medications and periodic blood transfusions for severe and chronic anemia. Marion Norberg, DVR Benefits Specialist, was also instrumental in helping Tanya navigate the variety of Social Security options and the PASS plan.

Tanya's dreams took flight through her health and healing experiences and DVR's help and encouragement. Tanya is dedicating this success story to all organ, tissue and blood donors and their families and hopes to influence health care policy reform to make the lives of Americans living with chronic illness and disability less difficult.

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DVR annual report 2011

Average Earnings

Federal Fiscal Year 2011

Average annual earnings of customers before and after rehabilitation.



Before
\$2,919

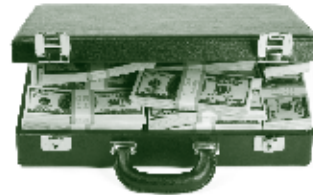


After
\$18,067

Sources of Revenue

Federal Fiscal Year 2011

Total: \$69,794,136



State Funds
\$12,587,280

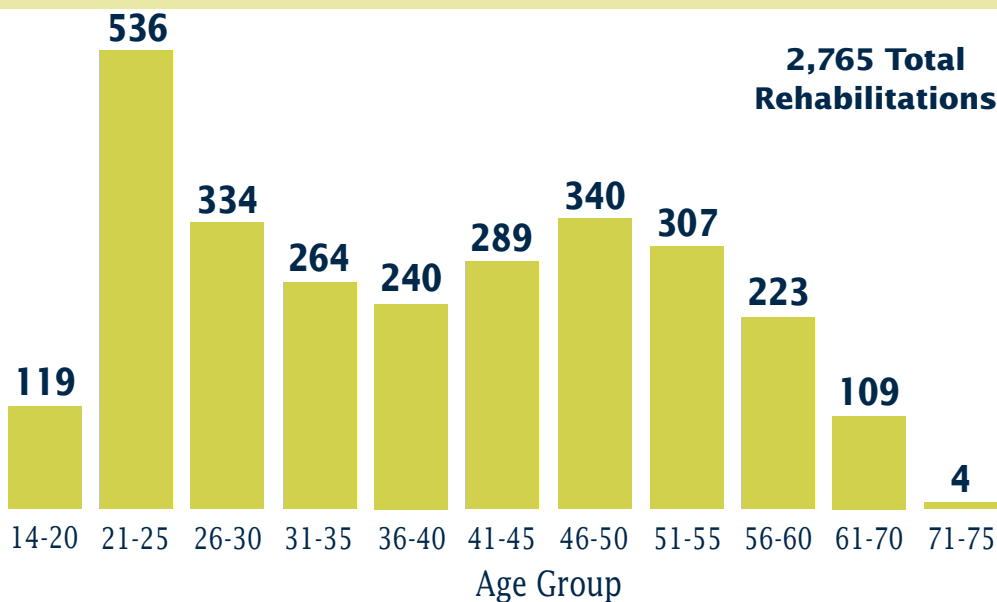


Federal Funds
\$57,206,856

Ages of Customers

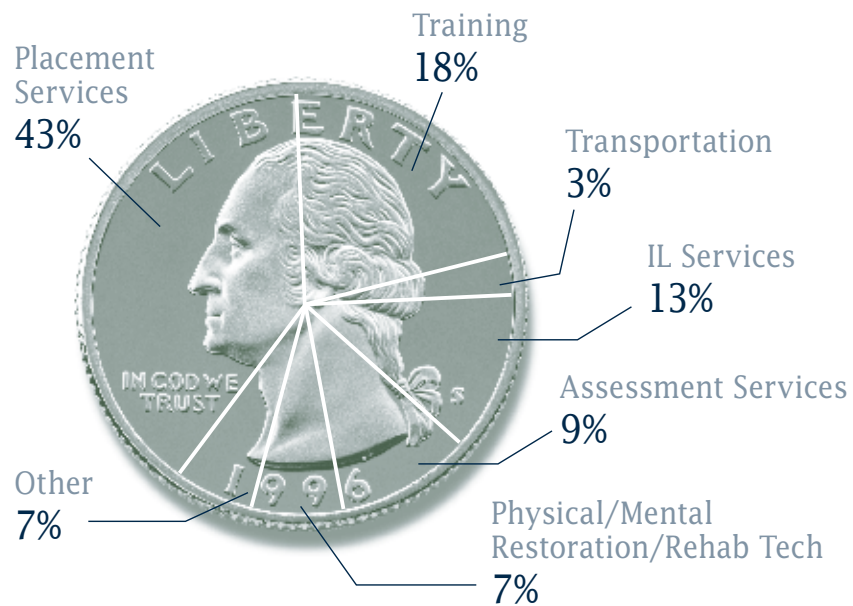
Federal Fiscal Year 2011

Total number of customers successfully rehabilitated in various age groups.



Case Service Expenditures

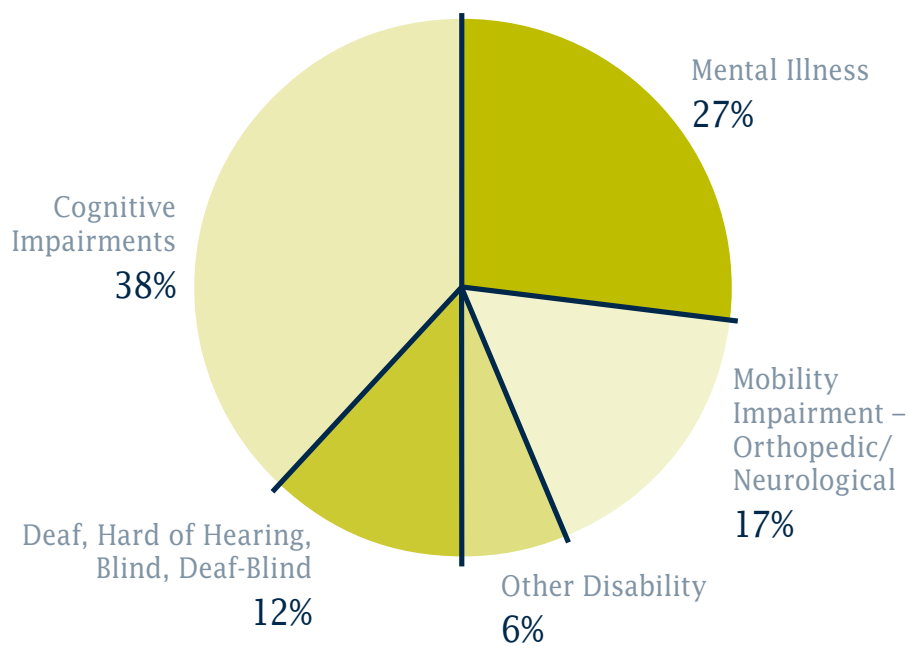
Federal Fiscal Year 2011



Types of Disabilities

Federal Fiscal Year 2011

Types of disabilities of rehabilitated customers.



Acknowledgements

In deep appreciation to all DVR staff for the work you do every day and your heartfelt dedication to making a difference in the lives of people with disabilities. Special thank you to the DVR Staff who contributed customers' success stories and ideas to this year's annual report.

Non-Discrimination

No person, because of race, color, national origin, sex, sexual orientation, age, religion, creed, or disability shall be discriminated against in employment, services, or any aspect of the program's activities. This policy is consistent with Titles VI and VII of the Civil Rights Act of 1964, as amended in 1972, Title IX of the Educational Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973 as amended, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1967, Executive Order 11246 as amended by Executive Order 11375, the Civil Rights Act of 1992, Governor's Executive Order 93-07, and the Washington State Law Against Discrimination, Chapter 49.60 RCW.

DVR'S FOCUS:

To empower individuals with disabilities to achieve a greater quality of life by obtaining and maintaining employment.

2011 DVR Annual Report

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the Division of Vocational Rehabilitation.

DVR can be reached at 1-800-637-5627. This publication is also
available on our website at www.dshs.wa.gov/dvr.

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DVR Division
of Vocational
Rehabilitation